



Service Administrator *Job Description*

Service:	<i>Mental Health and Wellbeing</i>
Job Title:	<i>Service Administrator</i>
Reports To:	<i>Team Leader</i>
Location:	<i>Hybrid working; between head office, home and other Young Somerset bases countywide</i>
Main Purpose of Post:	
To provide daily administrative support across the Mental Health and Wellbeing Service ensuring efficiency of all processes and creating a safe, effective, and positive work environment for employees.	
Main Responsibilities and Duties:	
<ul style="list-style-type: none"> • Provide direct administrative support needed, including scheduling appointments, meetings, and events; booking travel; maintaining file systems; and updating and maintaining databases. • Answers general emails (into service inboxes) and follows up on phone calls and contacts as appropriate; acts as lead point for co-ordinating service improvement issues (complaints & compliments) • Ensure all service risk assessments are up to date and compliant. Take the lead in writing all new service risk assessments. • Ensure a consistent YS approach to recruitment across the service, including advertising. • Organize and oversee work experience students. • Support the co-ordination of CPD opportunities for staff and maintain database. • Manage staff absence and ensure appointments, including Mindline shifts, are cancelled and rearranged and line manager informed. • Support, mentor and line manage staff (including apprentices), both as individuals and as team members • Recognize people's needs for alternative methods of communication and respond accordingly. • Effectively manage own time, workload and resources. • Communicate effectively across the organisation and with external partners. • Demonstrate the ability to manage a changing environment. • Attend triage • Complete admin tasks following triage 	

The post holder may be required to undertake additional duties commensurate with the level of this post.
Additional Information
<p>The postholder must be able to demonstrate commitment and enthusiasm towards Young Somerset's four core values: Putting Young People First, Inspiring, Collaborating, Going Further.</p> <p>An Enhanced DBS clearance is required as post holder will be working in close proximity to children. This post is exempt from the Rehabilitation of Offenders Acts.</p> <p>The post holder will be required to maintain a suitable, confidential space to work from home.</p> <p>The salary is £25,000 pro rata for 37 hours per week term time plus 3 weeks.</p> <p>Holiday entitlement is 27 days, plus 8 Bank Holidays (pro rata for part time staff), with an additional 5 days after 5 years service (pro rata for part time staff).</p> <p>The postholder may be required to work some evenings and weekends.</p>
Qualifications
<p>Essential</p> <ul style="list-style-type: none"> · Educated to A-level standard or equivalent, including GCSE standard English and Maths. <p>Desirable</p> <ul style="list-style-type: none"> · Relevant IT and/or business administration qualification
Experience
<p>Essential</p> <ul style="list-style-type: none"> · Previous and proven experience in an administrative role, within an office environment. · Data input and use of business systems. · Communicating with wide range of internal and external stakeholders. · Work as part of a team. <p>Desirable</p> <ul style="list-style-type: none"> · Experience of maintaining a social media presence for an organisation · Working in the charity, youth or mental health sectors